

## *Frequently Asked Questions*

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Q: *What is a Cooperative?*

A: An organization owned by and operated for the benefit of those using its services.

Q: *Who sets UCEMC policies?*

A: UCEMC policies are set by a nine-member board of directors elected by the members from among themselves at the Cooperative-wide elections.

Q: *What is the term of a Board Director?*

A: The term of office of a director is three years.

Q: *Who regulates UCEMC?*

A: TVA regulates UCEMC.

Q: *Does a husband and wife hold a membership together?*

A: A membership issued to either spouse of a marriage is deemed to be held jointly by the two. Please see Section 1.04 in the member's handbook section for details.

Q: *Are you available 24 hours a day, seven days a week?*

A: Our office hours are from 8:00 a.m. to 4:30 p.m. weekdays. For calls placed after working hours you are invited to call our emergency number in your phone directory for your local office. On weekend's answering services or call forwarding will be available.

Q: *What holidays does UCEMC observe?*

A: UCEMC observes the following holidays: New Year's Day, Good Friday, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day.

Q: *If I do not receive my bill what should I do?*

A: Please call your local UCEMC office for the amount due. Paying it before the due date will save you from paying the amount of the penalty.

Q: *Does UCEMC offer an alternative bill date for low-income consumers?*

A: Yes! To enable consumers with monthly periodic incomes at or below the poverty level as defined and published by the U. S. Department of Human Services to pay their electric bills on date coincident with their receipt of monthly income.

Q: *What are your fees for a late payment?*

A: When any bill is paid after the applicable discount date, a 5 percent penalty will be added to the net amount on the first \$1,000 due and one (1) percent on any net amount thereafter. Any member may request and be granted one late payment penalty adjustment for each account

assigned to the member not to exceed one adjustment per account during any 12 consecutive month period. Failure to receive a bill will not release a consumer from payment obligation. For more information please reference Board Policy 5-02.

Q: ***What is the tax rate on residential use?***

A: At the present time UCEMC does not collect tax on residential usage. However, there appears to be some confusion regarding what constitutes residential energy fuel usage. The residential rate shall apply only to electric service to a single dwelling (including its appurtenances if served through the same meter), where the major use of electricity is for domestic purposes such as lighting, household appliances, and the personal comfort and convenience of those residing therein. Tax relief is available also on separately metered pumps that supply water to residences; backyard swimming pools, tennis or basketball courts.

Q: ***What is tax rate for non-profit organizations?***

A: Generally, organizations not for profit are exempt from tax, if they have filed a Certificate of Exemption with UCEMC.

Q: ***What are the sales and use tax benefits for manufacturers?***

A: A reduced rate of sales and use tax are available for energy used by manufacturers. Please contact your local office for forms from the State of Tennessee.

Q: ***Where can I find the sales and use tax laws in the Tennessee Code?***

A: These laws are in T.C.A. Section 67-6-101 et seq.

Q: ***Does UCEMC have wiring standards?***

A: All wiring of Customer must conform to Distributor's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code, the National Electrical Code, and Tennessee Department of Insurance.

Q: ***If my power goes out, how do I report it?***

A: If you have experienced a power outage, please call your local office immediately.

Q: ***Are power lines insulated?***

A: Power lines are not insulated. Appliances with insulated cords use 110 to 240 volts. At this level insulation is practical. Power lines use 72,000 volts, and no material can insulate this voltage.

Q: ***What can I do to help UCEMC keep electricity safe?***

A: You can help us by reporting outside electrical equipment, which looks unsafe to you, and please be careful when driving past our crews working along roadways.

